

THE NEW SURGERY BRENTWOOD

Patient News & Views

Produced by the PPG
(Patient Participation Group)

Our MISSION

- To help the Practice to improve the Services provided for all patients.
- To act as a link between patients and Practice staff, for better communication.

Issue 4: April 2018

SMS System now LIVE!

You can now cancel any unwanted Appointments by TEXT MESSAGE using your Mobile or Smartphone

This NEW text-message system allows the Surgery to send individual or group text messages to Patients via their mobile phones. Patients can then respond by Text (SMS) if they wish to cancel. No need to call the Surgery. Its quick, and simple!

The new system has already been used by the Practice to remind eligible Patients of the opportunity to have a Flu Jab. And, in due course, other Patient-groups (such as chronic diseases) can be sent alerts or information which will enable a simple one-touch response via their mobiles.

This communication system will save valuable time for both Staff and Patients. It will also further reduce the number of missed appointments by making it easier for Patients to cancel any Appointment which they find they no longer need. This in turn will reduce the waiting times to see a GP - so will help everyone.

Your PPG (Patient Participation Group) played an active role in researching this system - including meeting with MJog company representatives, and liaising with other surgery PPGs. The system will initially be used for 12 months, to test it. *Please use it - and, let us have your feedback...*

*To benefit from this NEW system,
PLEASE ENSURE THAT THE SURGERY HAS YOUR
CURRENT MOBILE PHONE NUMBER*

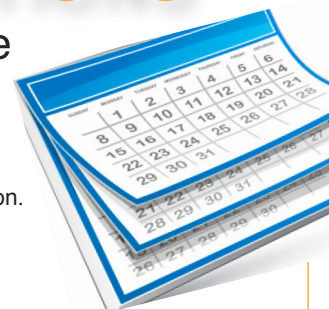
TRAVEL VACCINATIONS

Plan ahead - no 'same-day' Service

Here's what to do...

1. complete a 'Travel Risk Assessment' Form
This can be done online (go to the website and choose 'New Surgery Online Services'), or in person at Reception.
2. Wait 2 weeks
3. Book your Appointment

Your Vaccination Appointment may need to be planned 6 to 8 weeks in advance, so allow plenty of time before you plan to travel.



Patient Group

There are 11 regular Members of the PPG (Patient Participation Group) – 9 patients, the Practice Manager, and his PA.

Other members of Practice staff sometimes attend to share information on specific Agenda items.

How the PPG Works (for YOU!)

The Members meet every 2 months to discuss current issues at the Practice which affect patients, and any concerns from patients.

Agenda at the FEBRUARY Meeting included:

- **Breast-Screening** (location lobbying)
- **MJog SMS (text-message) System**
- **Staffing update**
- **action re DNAs** (Appointments not attended by the Patient)

The outcomes of the discussions at all the PPG Meetings are summarised in this **PPG Newsletter**, which is available at the Surgery and on The New Surgery website for all patients to read. We also plan to email it to all patients in the future.

MISSED APPOINTMENTS:

February: 153, March: 128

A big reduction in DNAs already!

To cancel an Appointment by phone,
Ring: **01277 218393** and select **Option 6**

Or go online:

www.TheNewSurgery-Brentwood.co.uk

Or by text - using the NEW TEXT system

Call in at the Surgery for your unique *Username* and *Password* to access our Online services

www.TheNewSurgery-Brentwood.co.uk

BREAST SCREENING back in BRENTWOOD!

We are delighted to announce that a Breast Screening facility is to be located at the Brentwood Centre in the Doddinghurst Road in the very near future.

This follows the lobbying done by the New Surgery's PPG ('Patient Participation Group') on the basis that the Barlylands site was not easily accessible to local women, particularly those without a car.

This news is most welcome. A letter of appreciation will be sent to NHS England and our Clinical Commissioning Group.

EXTENDED ACCESS SERVICE at Brambles Surgery GP and Nurse Appointments Evenings & Weekends

If you need to see a GP but you can't get an early enough Appointment with your own GP, you can now use the 'Extended Access Service' for an Appointment with a Registered GP or a Nurse at Brambles Surgery - on a weekday evening or at the weekend.

To Book a GP or Nurse Appointment at Brambles Surgery using the Extended Access Service, just contact the New Surgery in the usual way - but making it clear you want an EAS Appointment at Brambles Surgery.

**Monday to Friday: 6.30pm - 8.00pm,
Saturday: 9.00am - 3.00pm, Sunday: 10.00am - 2.00pm**

If you need to cancel an EAS Appointment, simply call during the EAS opening hours, or send a text, giving your full name and the date & time of the Appointment. Or, if out of EAS opening times, call the New Surgery.

EAS Appointment Cancellation Line: 07757 719333

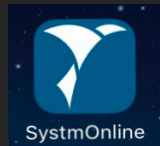
The EAS is run by Accountable Care Enterprise Limited

Brambles Surgery, Greenwich Avenue, Brentwood, CM15 9DY

Next PPG MEETING: 26th June 2018

Get your suggestions to us before this date so they can be added to the next Agenda

GET THE APP GO MOBILE



Available for your
Smartphone or iPad

Use the APP to:

- book an Appointment
- cancel unwanted Appointments
- order Repeat Prescriptions

Download **FREE**
from the website



YOUR LOCAL PHARMACIST

Your Local Pharmacist is also very knowledgeable and helpful, and can give you advice and/or treatment for:

- hayfever or allergies
- skin conditions (acne or eczema)
- coughs, colds
- sore throats, or nasal congestion
- minor cuts or bruises
- constipation or hemorrhoids (piles)
- indigestion or diarrhoea
- aches and pains
- headache
- earache
- period pain
- back pain
- nappy rash or teething pains
- threadworms or thrush
- warts, verrucas or athlete's foot
- mouth ulcers or cold sores
- insect bites

You can Consult your GP Online too

Patients Registered at The New Surgery or The Brambles can access the Online GP Consulting Service 24 hours a day, 7 days a week.

You'll be able to request treatment or get advice from a Doctor just by filling in a simple online questionnaire.

www.TheNewSurgery-Brentwood.co.uk

'Out of Hours' Service

If you have a genuinely URGENT medical need when The New Surgery is closed, ring

01277 218393

to be put through to the Practice 'Out of Hours Service'.



Stop Press....

Members of the PPG will be at the New Surgery regularly, to meet Patients.

Newsletter Edited by: Gill Hall (patient-Member PPG)

Editorial & Communication Support by: Dawn Associates
Marketing, Promotions & Communications

Your Views – Tell Us... HAVE YOUR SAY

If you have any concerns or suggestions for improving Patient Services at The New Surgery, get in touch – let us know.

Fill out one of the Suggestion Box cards at the Surgery.



INFO BY EMAIL

News and important information will be sent to patients by email in future, so it is essential that the Practice has an up to date email address for as many patients as possible.

Don't miss out!

Complete a Form in the Surgery, giving your current email address.

The PPG Newsletter will be sent out to patients by email too.



STAFFING UPDATE:

Dr Sinha has now left the Practice

The Surgery is currently recruiting:
a GP, plus
Admin and Receptionist Staff

www.TheNewSurgery-Brentwood.co.uk